



Condo Project Manager FAQs

Find answers to commonly asked questions about the enhanced Condo Project Manager™ (CPM™).

Changes since the last update are marked either **NEW** or **UPDATED**. Minor (non-substantive) wording, number, and heading changes are not marked.

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Access

Q1. How do I register for CPM if I am an approved seller/servicer?

Fannie Mae-approved sellers/servicers should contact the Corporate or Technology Manager Administrator to register as a user in Fannie Mae's Technology Manager to access CPM.

For additional information, please contact us at 1-800-2Fannie and press 1, then 1 again.

Q2. How can I gain access to CPM if I am an approved seller/servicer?

Fannie Mae-approved sellers/servicers already registered for CPM can [access the application](#) on our Single-Family website.

Q3. How do I register for access to CPM if I am not an approved Fannie Mae Seller/Servicer?

Third-party originators can request access to CPM through Technology Manager. Refer to the [Correspondents' Toolkit for Condo Project Manager \(CPM\)](#) for additional information.

Mortgage Brokers will not have access to CPM and should contact their Aggregators for information regarding project eligibility.

Q4. How do I find out my Corporate Administrator for Technology Manager?

Contact the Technology Support Center at 1-800-2FANNIE and press 1, then 1 again.



Q5. What are the technical requirements to use CPM?

Although supported by many web browsers, feedback suggests that Chrome provides the best user experience. Please refer to the [Technology Requirements](#) for additional details.

General

Q6. How do correspondent lenders/brokers get access to the projects with the Approved by Fannie Mae status in CPM?

Correspondent lenders may request access to CPM to obtain information on projects with the Approved by Fannie Mae status. Refer to Q3 for details on requesting access to CPM.

Brokers should contact their aggregators for information regarding project eligibility.

Q7. What reports are available in CPM?

For Fannie Mae-approved sellers/servicers:

Lender Certification Activity: a report of projects and phases where CPM users in your company have saved their lender certifications. The reports are in Excel format; this will allow you to filter your data as needed (e.g., for your state only).

Correspondents will have the ability to search for projects or phases to determine the status and will have the ability to generate the Lender Certification Activity report. Brokers must contact their aggregator to obtain information pertaining to project or phase status.

NOTE: CPM users may search by the project name and/or address from the home screen to find out if a particular project has an Approved by Fannie Mae or Unavailable status in CPM.

Q8. Do I need CPM to sell a loan secured by a condo property to Fannie Mae?

In accordance with the *Selling Guide* B4-2.1-03, Ineligible Projects, all lenders must confirm the project being underwritten is not in the Unavailable status in CPM regardless of the project review process used in underwriting the loan.

As outlined in the *Selling Guide* B4-2.2-02, Full Review Process, lenders are required to use CPM to determine condo project eligibility for all projects being reviewed under the lender delegated Full Review process (except for projects containing manufactured homes). The unexpired CPM Certification must be kept in the loan file to document the CPM decision.

NOTE: Refer to the *Condo Project Eligibility in Desktop Underwriter® (DU®)* FAQs for information on loans that receive the CPM Approved by Fannie Mae message in DU.



Q9. How do I search to confirm a project has already been entered in CPM?

From the CPM Welcome screen, enter the project name and the state in which the project is located, then click on the Search button. The Search Results page will list the projects that have been entered into CPM. If the project is not found in CPM, the No Results Found message will appear. To return more results use one or two consecutive key words for the project name.

For details on search, refer to Chapter 3 in the CPM User Guide under “Searching for Fannie Mae-Approved Projects, Projects Already Entered.”

NOTE: Clear your search results before searching for another project.

Q10. I searched for a project, and I did not get an exact match, should I request the project be added to CPM?

When searching, use partial names and/or keywords in the project name to return more results. The project may already be in CPM.

For example, Project Name is Sunrise at the Beach, however CPM has it as Sunrise on the Beach. Search keyword “Sunrise” to return more Projects. If the project is not returned after your search, refer to the [Condo Project Manager Request to Add or Update Projects and/or Phases job aid](#).

Q11. What do I do if I find duplicate entries of my project in CPM when I perform my search?

In these instances, please contact Fannie Mae at CPM_Manage@fanniemae.com with the duplicate project name and associated CPM IDs, and we will research the matter and respond with the correct project ID for certification.

Q12. How do I add or update a new project or phase?

Before requesting a project be entered into CPM, you should check whether the project already exists in CPM by using the search functionality on the home screen.

If the project does not already exist in CPM, refer to the [Condo Project Manager Request to Add or Update Projects and/or Phases job aid](#).

Q13. How do I certify a new project or phase?

CPM guides you through the process of certifying a project (or legal phase) by presenting questions on a series of screens. Refer to the Recertifying a Project (or Phase) section of Chapter 3 in the CPM User Guide.

Q14. My current certification has a “Guide Ineligible” status. How do I make updates in CPM?

Search for the Project and when found, click on the Project/Phase Name and click View Certification. In the View Certification screen where the current certification responses are shown, click on Recertify Project. Enter new/updated information and click on Next Section to display each successive screen.

For more details refer to the Recertifying a Project (or Phase) section of the CPM User Guide.



Q15. How can I print a Certification?

See Chapter 2 in the CPM User Guide — Print and save this screen and keep a copy of this lender-specific certification with the individual loan file.

Q16. Will we see other lenders' entries in CPM? Can we use those CPM certifications as well?

No, Lender Certifications are only visible to the organization that performs the certification.

Q17. How does a condo project receive the Approved by Fannie Mae status in CPM?

Lenders may request that Fannie Mae review and approve projects through Project Eligibility Review Service (PERS). Additionally, Fannie Mae has developed proprietary review processes to expand the number of project eligibility decisions we provide lenders.

Q18. How can I tell if a project with an Approved by Fannie Mae status was completed via the PERS process or another process?

Lenders will see that a project has an Approved by Fannie Mae status in CPM. The CPM Review Status does not disclose the type of Fannie Mae approval.

Q19. UPDATED: How should lenders document in the loan file that an Approved by Fannie Mae status from CPM was used (including loans that receive the CPM *Approved by Fannie Mae* message in DU) in lieu of a lender project review?

Lenders are required to insert the CPM ID# in the loan-level ULDD Field FNMCondominiumProjectManagerProjectIdentifier (SID 39) and deliver the loan with Project Type Code T for condos and Type Code 2 for co-ops to indicate that they relied on the Approved by Fannie Mae status from CPM for the transaction. Including a screen print from CPM or another document in the loan file to evidence the project has the Approved by Fannie Mae status in CPM is optional. When the Approved by Fannie Mae status is on the phase and not the project, the 6-digit CPM ID (SID 39) is still required along with the 9-digit Phase ID (SID 49.2).



Q20. How can I certify a project in CPM when it has a Fannie Mae eligibility decision such as an Approved by Fannie Mae status or an Unavailable status?

The option for lenders to certify project eligibility is not available in CPM when Fannie Mae has made the eligibility determination. Lenders should rely on the Fannie Mae decision unless they have updated information to the contrary, in which event they should notify Fannie Mae.

NOTE: CPM certification is not required or available for projects with an Approved by Fannie Mae status in CPM unless the project certification option is available in CPM, typically due to the project having the Approved by Fannie Mae status nearing expiration. When the certification option in CPM is available, lenders have the option of certifying projects with an Approved by Fannie Mae status prior to the expiration date.

Q21. Why is the certification option not available in CPM?

The certification option in Condo Project Manager™ (CPM) may be unavailable under the following circumstances:

- Certification is not available when a project status is in the Approved by Fannie Mae or Unavailable status in CPM. However, if a project with the Approved by Fannie Mae status is nearing expiration, certification may be permitted.
- The project has a Conditional Approval status when Fannie Mae must approve the project prior to lenders selling loans in the project to us. This is only applicable to some conditionally approved projects. Refer to the [Project Eligibility Review Service \(PERS\) Overview](#) for additional information on Conditional Approvals.
- If the project is subject to specific delivery restrictions that require Fannie Mae review, the certification option is disabled.
- Certification is not available for the following project types: co-ops, manufactured home projects, or projects consisting solely of detached units.
- On a new project, when a project has a construction or marketing phase, the project cannot be certified. If a legal phase has a construction or marketing phase, the phase cannot be certified.
- On a phase, when the lender has already certified the entire project, the phase cannot be certified since the lender has already indicated that the entire project meets the requirements. Refer to Q24 for information when the project is certified in error.
- Users with **Read-Only** access will not have the ability to certify projects.

Q22. I mistakenly certified a new project instead of certifying the phase. The option to certify the phase is gone. How do I correct this?

If a lender mistakenly certifies a project classified as “New” instead of certifying a specific phase, the project-level certification will override any phase-level certifications. To correct this, the lender must initiate a new certification at the project level and select “Save & Exit” on the second page. This will set the project certification status to “Incomplete”, thereby enabling certification at the phase level.

Q23. Are Limited Reviews processed through CPM?

No, however, as outlined in the *Selling Guide* B4-2.2-01, Limited Review Process, the project in CPM must not be in the Unavailable status and must comply with any delivery restrictions.



Q24. Has the HOA Questionnaire been updated, and can lenders distribute it to the HOAs?

The Fannie Mae Condominium Project Questionnaire (Form 1076) was updated in 2021 and can be shared with HOAs. Although the questionnaire is not required, you must underwrite according to the *Selling Guide* requirements. English and Spanish versions of the form are available on the [Condo, Co-op, and PUD Eligibility](#) page on fanniemae.com.

Q25. What if I do not know the answer to a specific question in the Certification?

You can use the Save & Exit feature to exit and research further. Your progress will be saved for the project or phase certification. The information can be updated by performing a search by Project ID, Name or Address, or the “Incomplete” status under Lender Certification Statuses.

Q26. What do the various statuses in CPM mean?

The Fannie Mae Review and Lender Certification statuses and their definitions can be found in the CPM User Guide.

Q27. Can I export search results from CPM?

The CPM application will not allow you to export search results, however, there is a Lender Certification Activity Report on the Reports tab. Refer to the CPM User Guide for more information on Reports.

Q28. Does the activity feed update each time a status is changed?

Yes, all Fannie Mae status changes are updated to reflect the latest status.

Q29. Is there a printable or savable PDF version of the CPM Quick Start Guide?

The Quick Start Guide is set up as a dynamic e-learning experience and is not printable. However, the CPM User Guide contains all the content available in the Quick Start Guide and is available for printing.

Support

Q30. What is the purpose of the CPM mailbox?

Types of requests/questions that should go to the mailbox include:

- Add a Project or Phase
- Update a Project or Phase
- Supporting information about a Fannie Mae Approved Project
- CPM functionality

Q31. Where can I get answers to policy-related questions?

Visit AskPoli® to get answers to most condo policy questions or refer to the *Selling Guide* [B4-2, Project Standards](#). All other inquiries, including project review questions and other guide-related matters, should be directed to the Selling Guide Support Team or your Customer Account Manager.



Q32. How do I contact Fannie Mae for questions on CPM?

For access and technical questions, contact 1800-2Fannie. For other questions about the condo certification process or delivery requirements, contact us at cpm_manage@fanniemae.com.

Q33. What support/training materials are available?

Various materials are available for training and support on our [Condo Project Manager](#) and [Condo, Co-Op, and PUD Eligibility](#) portal pages. This includes the CPM Quick Start Guide, CPM User Guide, CPM Release Notes, instructions and forms for adding projects and/or phases, and FAQs.